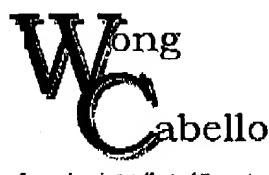


May 17, 2004 11:20AM 2814884597

No. 0810 P. 1



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To: USPTO, Examiner Frantz Coby

From: Coe F. Miles

Client/Matter #: 149-0119US

Re: Request for Correction

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Please contact me at 832-446-2418, if there are any questions about the attached papers.

If there is a problem with this transmission, please call (832) 446-2418.

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## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Title : Service Desk Data Transfer Interface  
Inventors : Mark A. George and Cynthia L. Sturgeon  
Serial No : 09/945,413 Docket : 149-0119US  
Filed : August 31, 2001

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*Melissa K. Mosby*  
Melissa K. Mosby

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## REQUEST FOR CORRECTION FOR RECORDED DOCUMENTS

On February 24, 2004, we filed a Substitute Power of Attorney and Change of Correspondence Address with the US Patent and Trademark Office for serial number 09/945,413. On May 13, 2004, we attempted to check the status of the recordation of these papers via the Patent Application Information Retrieval (PAIR) system. PAIR did not show serial number 09/945,413 associated with our customer number, 29855. Instead, PAIR shows that serial number 09/954,413 has been associated with our customer number and the filing of the afore-mentioned papers. It is our assumption that the office has inadvertently transposed the digits "5 and 4" in the serial number. We can assume this because 09/954,413 is no way related to customer number 29855. Therefore please correct this error and properly record the filing of the papers to associate them with application number 09/945,413 and our customer number 29355.

As well, please disassociate serial number 09/954,413 with our customer number and re-associate with the customer number on record before this error occurred.

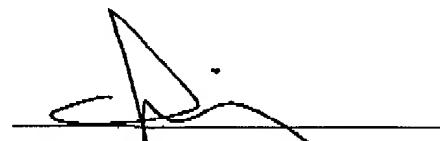
For your convenience, attached are copies of the Substitute Power of Attorney and Change of Correspondence Address we filed on February 24, 2004.

In summary, please record the filing of a Substitute Power of Attorney and Change of Correspondence Address for serial number 09/945,413. As well as remove serial number 09/954,413 from all association with customer number 29855.

It is believed no fee is due. If fees are required however, the Commissioner is authorized to charge any required fees to Deposit Account 501922/149-0119US.

17 MAY 2004

Date



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